



**COUNTY OF LOS ANGELES  
DEPARTMENT OF AUDITOR-CONTROLLER**

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J. TYLER McCAULEY  
AUDITOR-CONTROLLER

February 9, 2007

TO: Supervisor Zev Yaroslavsky, Chairman  
Supervisor Gloria Molina  
Supervisor Yvonne B. Burke  
Supervisor Don Knabe  
Supervisor Michael D. Antonovich

FROM: J. Tyler McCauley   
Auditor-Controller

SUBJECT: **GROUP HOME PROGRAM MONITORING REPORT – PHOENIX  
HOUSE OF LOS ANGELES, INC., PHOENIX HOUSE LAKEVIEW  
TERRACE**

We have completed a review of Phoenix House Lakeview Terrace Group Home (Group Home or Agency) operated by Phoenix House of Los Angeles, Incorporated. The Group Home contracts with the Department of Children and Family Services (DCFS) and the Probation Department (Probation).

Phoenix House Lakeview Terrace Group Home is a 140-bed facility, which provides care for boys and girls ages 11-18 years who exhibit behavioral, social, and emotional difficulties. At the time of the monitoring visit, Phoenix House Lakeview Terrace was providing services for five DCFS children, fifty-six Probation children, forty-five privately placed children, and one Santa Barbara County child.

Phoenix House Lakeview Terrace Group Home is located in the Third District.

**Scope of Review**

The purpose of the review is to determine whether the Agency is providing the services as outlined in their Program Statement. Additionally, the review covers basic child safety and licensing issues and includes an evaluation of the Agency's Program Statement, internal policies and procedures, child case records, a facility inspection, and interviews with children placed in the Group Home at the time of the review. Interviews with children are designed to obtain their perspectives on the program

services provided by the Agency and to ensure adherence to the Foster Youth Bill of Rights.

### **Summary of Findings**

Generally, the Agency is providing the services as outlined in their Program Statement. The Agency needs to address a few deficient areas.

Phoenix House Lakeview Terrace Group Home needs to include input from the treatment team and the child in the development and implementation of the Needs and Services Plans, maintain current Needs and Services Plans, and develop comprehensive Needs and Services Plans that include short and long term goals; provide all children with opportunities to select their own clothing; and encourage and assist all children in creating and maintaining photo albums/life books.

We discussed our report with the Agency's management. We thank the management and staff for their cooperation during our review.

If you have any questions, please contact me or have your staff contact Mike Pirolo at (626) 293-1110.

JTM:MP:CC:asl

[http://auditor.co.la.ca.us/group\\_home.asp](http://auditor.co.la.ca.us/group_home.asp)

### **Attachments**

c: David E. Janssen, Chief Administrative Officer  
Patricia S. Ploehn, Director, DCFS  
Robert B. Taylor, Chief Probation Officer  
Mary Kay, Executive Director, Phoenix Houses of Los Angeles, Inc.  
Public Information Office  
Audit Committee

**Phoenix Academy Lakeview Terrace Group Home  
11600 Eldridge Avenue  
Lakeview Terrace, California 91342  
Phone: (818) 896-1121  
License Number: (818) 896-1121  
Rate Classification Level: 12**

**I. Facility and Environment**

**Method of assessment – Observation**

**Comments:**

Phoenix House Lakeview Terrace Home is located in a residential community. The exterior of the Group Home is well maintained. The front and back yards are clean and adequately landscaped.

The interior of the Group Home is well maintained. The common quarters are neat and clean. There is adequate furniture and lighting in the Group Home. The Group Home provides a home-like environment.

Children's bedrooms are well maintained. The rooms are clean and orderly and have age-appropriate personalized decorations. There is adequate furniture, lighting, and storage space. Window coverings and window screens are in good repair. The mattresses are comfortable and the beds all have a full complement of linens. Children's sleeping arrangements are appropriate.

The Group Home maintains age appropriate and accessible recreational equipment. There are also board games, TVs, and DVD players. Books and resource materials, including computers with a variety of programs, are also available.

The Group Home maintains a sufficient supply of perishable and non perishable foods.

**Recommendations**

**There are no recommendations for this section.**

**II. Program Services**

**Method of assessment – Review of relevant documents and interviews**

**Sample size: Fourteen**

**Comments:**

Children meet the Group Home's population criteria as outlined in their Program Statement. Children are assessed for needed services within thirty days of placement.

Input from the treatment team and the child are not included in the development or implementation of the Needs and Services Plans (NSPs). Twelve NSPs are not current, comprehensive, and do not include short and long term goals.

Case files reflect adequate documentation to show that children are receiving treatment services.

**Recommendations****1. Phoenix House Lakeview Terrace management:**

- a. Include input from the treatment team and the child in the development and implementation of the Needs and Services Plans.
- b. Maintain current Needs and Services Plans for all children.
- c. Develop comprehensive Needs and Services Plans that are specific, measurable, attainable, realistic, time limited and include short and long term goals.

**III. Educational and Emancipation Services****Method of assessment – Review of relevant documents and interviews**

**Sample size: Fourteen**

**Comments:**

Children are attending school. Children are provided with educational support and resources to meet their educational needs and are progressing satisfactorily in school. The Group Home's program includes the development of children's daily living, self-help, and survival skills.

Children are provided with opportunities to participate in emancipation and vocational programs as appropriate.

**Recommendations**

**There are no recommendations for this section.**

#### **IV. Recreation and Activities**

**Method of assessment – Review of relevant documents and interviews**

**Sample size: Fourteen**

**Comments:**

The Group Home provides children with sufficient recreational activities and leisure time. Children are provided with opportunities to participate in planning activities.

Children participate in extra-curricular, enrichment, and social activities in which they have an interest.

The Group Home provides transportation to and from the activities.

**Recommendations**

**There are no recommendations for this section.**

#### **V. Psychotropic Medication**

**Method of assessment – Review of relevant documents**

**Comments:**

Children have current court authorizations for psychotropic medication. Documentation confirms that children are routinely seen by the prescribing psychiatrist.

Children are informed about their psychotropic medication and are aware of their right to refuse medication.

Medication distribution logs are properly maintained.

**Recommendations**

**There are no recommendations for this section.**

#### **VI. Personal Rights**

**Method of assessment – Interviews with children**

**Sample size: Fourteen**

**Comments:**

Children are informed about the Group Home's policies and procedures. Children report that they feel safe in the Group Home and are provided with appropriate staff supervision. Children expressed satisfaction with the quality of their interactions with staff and report that staff treats them with respect and dignity.

Children report that they are assigned chores that are reasonable and not too demanding. Children are able to make and receive personal telephone calls, send and receive unopened mail, and have private visitors. Children are able to attend religious services of their choice.

Children report that the discipline policies are consistently enforced and that there are fair and appropriate consequences for inappropriate behavior.

Children report satisfaction with meals and snacks.

Children receive voluntary medical, dental, and psychiatric care.

**Recommendations**

**There are no recommendations for this section.**

**VII. Clothing and Allowance****Method of assessment – Review of relevant documents and interviews**

**Sample size: Fourteen**

**Comments:**

The Group Home provides appropriate clothing, items of necessity, and the required \$50 monthly clothing allowance to children. Clothing provided to children is of good quality and of sufficient quantity. However, six of the children report that they are not provided with opportunities to select their own clothes.

The Group Home provides children with the required minimum weekly allowance. Children spend their allowances as they choose.

The Group Home provides children with adequate personal care items.

Ten of the children are not encouraged or assisted in creating and maintaining photo albums/life books.

**Recommendations**

**2. Phoenix House Lakeview Terrace management:**

- a. Provide all children with opportunities to select their own clothes.**
- b. Encourage and assist all children in creating and maintaining photo albums/life books.**

# Phoenix House

Department of Auditor-Controller  
Candace Rhue – Group Home Audit Supervisor  
500 W. Temple Street Room 515A  
Los Angeles, CA 90012

Dear Ms. Rhue;

Phoenix Academy has reviewed your findings and/or recommendations of the audit report conducted on September 14, 2006. We are submitting a corrective action plan for those recommendations.

## PROGRAM SERVICES RECOMMENDATIONS:

1. Phoenix House Lake View Terrace management will:
  - a. Include the treatment team and input from the child in the development and implementation of the Needs and Service Plans.
  - b. Maintain current Needs and Services Plans for all children.
  - c. Develop comprehensive Needs and Services Plans that are specific, measurable, attainable, realistic, time limited and include short and long term goals.

### Phoenix House Corrective Action Plan:

- Two Case Manager In-Service Trainings have been scheduled to address the recommendations (Nov. 30<sup>th</sup> & Dec. 14<sup>th</sup>). These in-service trainings will address how to write a Needs and Service Plan including short and long term goals.
- Our current compliance monitoring system will identify where continued non-compliance is occurring and staff written notices will be placed in personnel files on those staff out of compliance.
- During a resident's monthly case conference, management will review Needs and Services Plans for inclusion of the resident in the development process. Supervisors will address staff out of compliance with a written notice placed in their personnel file.



## **CLOTHING AND ALLOWANCE RECOMMENDATIONS:**

- 1. Phoenix House Lake View Terrace management will:**
  - a. Provide all children with opportunities to select their own clothes.**
  - b. Encourage and assist all children in creating and maintaining photo albums/life books.**

### **Phoenix House Corrective Action Plan:**

- We moved to a school uniform in June 2006 and we do at times purchase the school uniform without the resident in order to provide in a timely manner.**
- All other clothing items are conducted with the resident present.**
- A scrapbook group was created in September for our girls unit and has been expanded to include all residents.**
- Unit specific cameras will be purchased by January 1, 2007 to broaden the number of pictures each resident can place into their scrapbook.**
- Each caseload will devote one activity per month to scrap booking effective January 1, 2007.**

**Please let us know if you have any questions or concerns about our corrective action plan.**

**Sincerely,**

**Mary Kaye Gerski, MHRM  
Administrative Director  
Phoenix House – Lake View Terrace Facility**